



Language Access & Quality Improvement: The Time Has Come

Northern Virginia Language Access
Leadership Conference
26 September 2014

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Points of Discussion

How Can You Know?

Quality: What is it?

Industry Standards of Practice:
Where do they fit in?

Using Data and Sharing Stories:
Why it matters

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How Can You Know?



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Worst Fears Realized



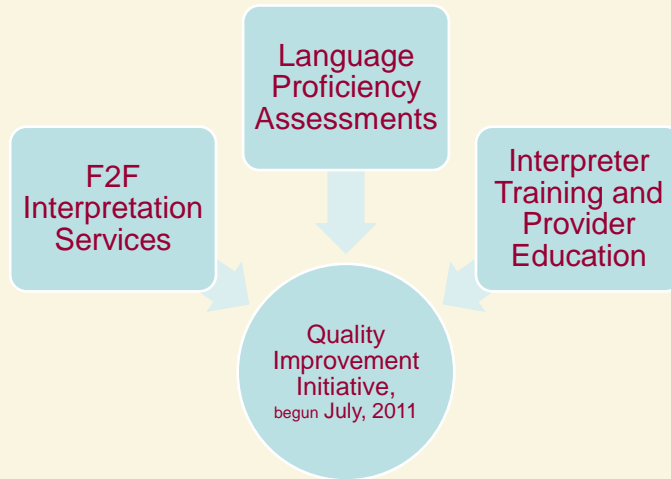
SNL Spoof of Mandela SL Interpreter

What does
the “fake”
interpreter
meme teach
us about
expanding
language
access?

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The NV AHEC Quality Story



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3 Basic Points

Multi-service
Language Access
Vendor (Healthcare & HS)

Systems Approach

Organization-Wide



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Quality: What is it?



- English words have multiple meanings
- ~~Excellence~~
 - The **standard** of something as **measured** against other things of a similar kind
- In health care “Quality” has specific meaning

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Health Care Quality

Evidence-based approach

Outcome focused

Using demonstrated standards of care

To bring about the best possible health outcomes

That measures the outcomes and documents results



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Language Access Quality

Following **industry standards of practice** for interpretation and translation

In a **systematic** and **structured** fashion

provided to LEPs in the safest and most effective way as **a standard means of doing business**

That is, by creating a **Culture of Quality**



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The Place for Industry Standards

No Single Certification or Licensure

Answers the *How Can You Know?* Question



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NV AHEC's Approach to Quality

A 3x3 Matrix

Quality Assurance	Quality Monitoring	Quality Improvement
<ul style="list-style-type: none"> • Language Assessments • Interpreter Trainings • Provider Trainings 	<ul style="list-style-type: none"> • On-going Management • Client Representatives • Professional Development 	<ul style="list-style-type: none"> • Documentation • Data Skills • Continuous Communication

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Quality Assurance Matrix



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Quality Monitoring Matrix

Interpreters Need Oversight
and Accountability

Communication with Those
Receiving Services

Interpreter Professional
Development



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Quality Improvement Matrix

Document, Document
Document!

Data Speaks

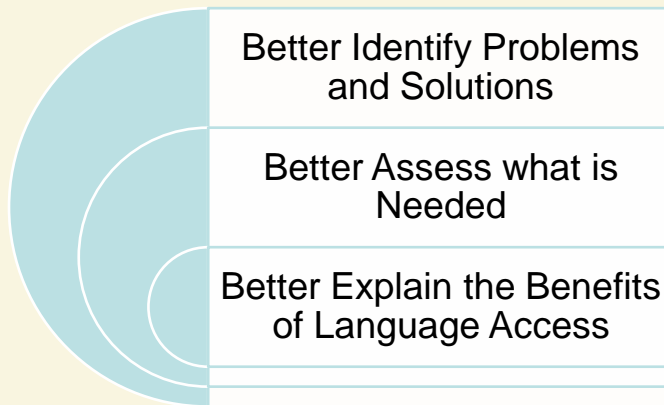
Data-Informed Decision
Making



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Telling and Sharing Data Stories



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Three Stories

The Interpreter Ed Story

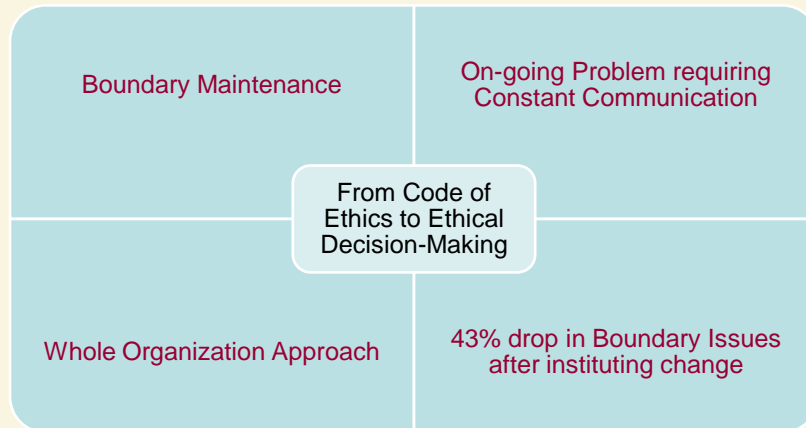
The Client Feedback Story

The Self-Aware Organization Story

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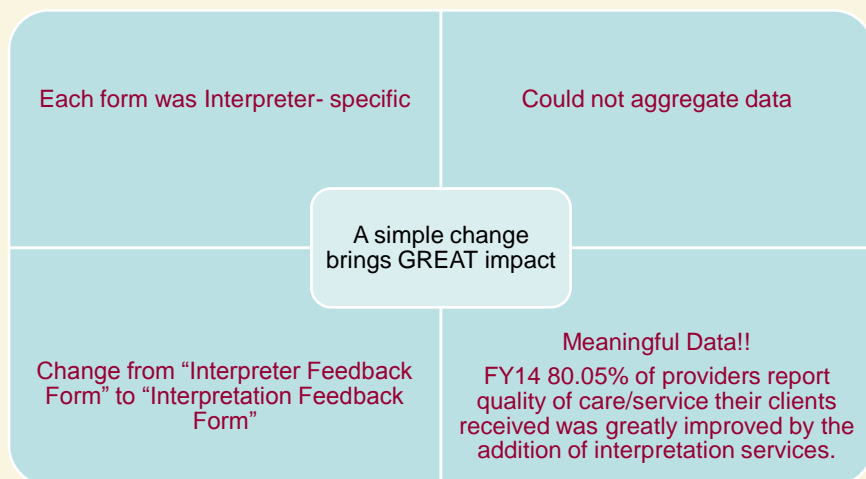
The Interpreter Ed Story



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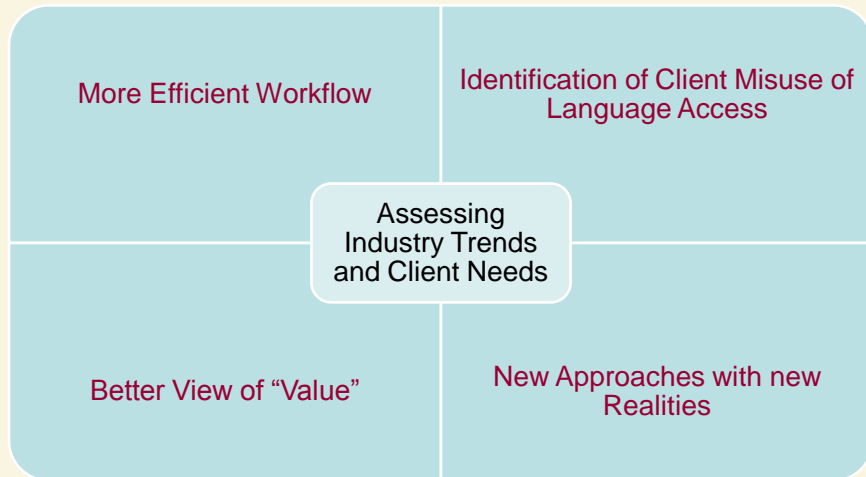
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Questions?

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